



Coordinator, NDIS Support Job Description

Area:	All Miwatj Health East Arnhem Region
Job Title:	Coordinator, NDIS Support
Classification:	AO4 – AO5
Salary:	\$73,681 - \$91,917 per annum + Super depending on experience and skills
Work Type:	Full Time
Department:	NDIS
Location:	Gove Peninsula (Nhulunbuy)
Reports to:	NDIS Operations Manager
Direct Reports:	Nil
Employment Conditions:	Miwatj Health Aboriginal Corporation EA 2018

OUR VALUES

We Believe. We Invest.

1. We believe...and we invest
2. We respect...and we trust
3. We contribute...and we learn
4. We stand strong...and we last
(And we do it **together, always**).

Primary Objective

The Support Coordination (NDIS) position will oversee the implementation of NDIS Participant care plans in East Arnhem communities, including informal, mainstream and community, as well as funded supports. The Support Coordinator role ensures participant's NDIS Care Plans are implemented, monitored, actively managed and, where identified, barriers are addressed to meet the participant's NDIS plan aims and outcomes for participating more fully in the community.

The Support Coordinator will work with people with disabilities in the East Arnhem region disabilities to support connection with resources and providers, establish contact with providers and resources to implement support routines and appointments. Participants will be supported to connect with community-based supports and maintain accurate and up to date records of all client contacts and support provided. This role includes monitoring each NDIS participant's individual budget and paying service providers from participant funding packages as per services provided.

The Miwatj NDIS program ultimately seeks to strengthen and enhance participant's abilities to participate in the community, whilst also ensuring essential mainstream services meet their funded obligations to participants (i.e. housing, education, justice, health). The program also builds the capacity of the NDIS participants to achieve greater independence to self-direct these services and their own supports as a longer term capacity-building goal

Staffing and budget responsibilities

NA

Reporting Relationships

This role reports directly to the NDIS Operations Manager.

Key Responsibilities

Relationship Management:

- Develop and maintain effective, collaborative relationships with both participants and community agencies/organizations that result in positive and productive relationships, minimal service delivery issues and appropriate referrals.
- Key stakeholders include, but are not limited to:
 - Clients and their families, carers and/or guardians
 - NDIS service providers
 - NDIA
 - Miwatj staff
- Respond to all NDIS enquiries from clients and other stakeholders in a timely and helpful manner.
- Resolve points of crisis, developing capacity and resilience in the participant's support network, community and natural supports.
- Respond to changes in participant's support needs, responding according to agreed expectations through providing, and obtaining, prompt information and feedback to all key internal and external stakeholders.
- In partnership with participants and other key people, establish how plans will be monitored and reviewed.
- Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects.
- Use the most appropriate methods of communication with clients and other stakeholders that supports the client to achieve their goals, e.g. face to face, off-site, home visits, telephone, email, video link etc.
- Participate in community meetings and promote the Miwatj NDIS Model and services through presentations and information dissemination.

Service Provision

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- Ensure all service providers have a shared understanding of supports to be provided in the NDIS Plan and work in a coordinated and integrated way.
- Present NDIS service provider information and options to clients and their families/carers to enable them to make informed choices.
- Actively assist NDIS clients to:
 - connect with health, clinical and community-based support services as outlined in the NDIS plan
 - understand funding flexibility
 - reach decisions regarding services
 - reach agreement with providers
 - commence service and support new arrangements to optimise outcomes
 - link with providers
 - address barriers to participation, and
 - resolve service delivery issues
- Complete all internal and external client referral requirements relating to each support intervention that meets individual needs.
- Create and update individualised case files in accordance with Miwatj procedures. 12. Record all client contact within agreed timeframes and standards.
- Ensure support coordination is completed as per the agreed schedule and claims for payment are regularly lodged.
- Ensure that participant outcomes are identified; documented and all required service is provided as per their plan.

- Provide practical support to clients and their families/carers in accordance with the client's NDIS plan to increase client capacity for personal development to independently manage their own NDIS plan.
- Contribute to service development by identifying improvement areas and being actively involved in implementation of any agreed changes.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work towards achievement of the Miwatj NDIS program objectives and deliverables as determined by Miwatj.

Support Coordination Administration

- Administer a database including creating employee accounts, new custom tabs and fields, activities, costs etc.
- Maintain complete case notes and other records within the Service Management Database and maintain accurate records of hours of support provided to substantiate NDIS invoice claims.
- Complete a range of internal and external reports relating to clients including for case management statistics, NDIS reports and feedback.
- Complete administrative tasks including service referrals and budget financial / expenditure reporting within agreed timeframes.
- Ensure all workflow documents are up to date and reflect the correct procedures and processes.
- Ensure participant supports are managed within the budget parameters of their NDIA plans and service providers receive timely payment for services provided to participants.

Qualifications/Professional registration/other requirements

- Tertiary qualification/s in Accounting, Finance and/or Banking & Account Management and experience in this field would be highly valued. And / or
- Tertiary qualification in social sciences, community services, health or other relevant professional field (minimum Diploma) and minimum 2 years' experience of working in direct case management in the Disability or Health Sector.
- Possess and demonstrate sound disability (or allied health/welfare/education) experience, knowledge and/or training relevant to the position.
- Northern Territory Working with Children Clearance (Ochre Card).
- National Police Criminal History Report (less than 3 months old) with acceptable outcome.
- Northern Territory driver's licence.
- First Aid Certificate or willingness to obtain within 3 months.

Selection Criteria

Essential minimum requirements

- Knowledge and understanding of the National Disability Insurance Scheme (NDIS) and experience in utilising a range of community based supports to achieve client goals within a framework of person-centred practice.
- Significant case coordination and implementation experience demonstrating highly effective people and teamwork skills and delivery of outcomes for people with disability and their families.
- Experience liaising with external health service providers and other community-based services and organisations.
- Demonstrated skills in researching information and developing effective and innovative support options.

- Demonstrated capacity to work efficiently completing relevant administrative tasks, with a focus on individual financial and budgetary packages, monitoring expenditure and paying invoices to service providers based on the NDIS-funded services provided.
- Highly developed written and verbal communication and negotiation skills.
- Ability to work under pressure, set priorities and monitor own work flows i.e. time management.
- Personal qualities which contribute to the success of the project, including reliability, motivation, commitment and networking skills.
- Proficient use of IT systems and processes including Microsoft, Outlook, Excel, internet, client management systems and database navigation.
- Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
- Demonstrated capacity and willingness to adhere to legislation, NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

Desirable

- Knowledge of Yolngu family/clans/kinship structures of the East Arnhem Region
- Ability to work independently and as part of a team.
- Ability to work flexible hours, including evenings and weekends where required.
- Ability to speak an Aboriginal language from this region and/or knowledge of traditional kinship systems operating within the region.
- Demonstrated compassion understanding and of the challenges and issues faced by Indigenous communities.

Delegation Authority / Other Functions **ONLY IF APPLICABLE**

Delegations are attached to positions rather than occupants of positions. Delegations are to be exercised within the framework of MHAC policies and guidelines. Tables of delegates and delegations will be accessible on MHAC's internal information systems, together with associated policies.

If a delegate is found to have exercised a delegation improperly, he or she may be subject to discipline and the delegation(s) revoked.

The applicant will be required to hold a current Working with Children Clearance notice and undergo a criminal history check. A criminal history will not exclude an applicant from this position unless it is a relevant criminal history.

Acceptance of Responsibilities

I have read the requirements and responsibilities outlined in this position description, MHAC Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.

Name:	(Employee)	(Manager)
Signed:		
Date:		
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